



STARS Resources



STARS support is at your fingertips. In addition to the quick reference cards (QRCs) in your STARS Go Live Kit, here are some helpful resources for answering your questions on STARS.

I-MANAGE Help Desk

Phone Numbers

Headquarters: 301-903-2500 Choose Option #4
Field: 866-834-6246 Choose Option #4

Email Address:

I-MANAGE.HelpDesk@hq.doe.gov

Hours of Operation:

Monday – Friday 8:00 AM – 6:00 PM EST

Helpful Websites

STARS Online Desk Reference:

contains training course materials, STARS Procedures and STARS Reference documentation such as document naming conventions, transaction codes, etc.

I-MANAGE Program Site: <http://www.mbe.doe.gov/me2-5/i-manage/>

contains links to all project sites in the I-Manage Program

STARS Project Site: <http://www.mbe.doe.gov/ME2-5/i-manage/STARS.htm>

contains key deliverables, FAQs, STARS training information, Deployment Calendar, etc.

IDW Project Site: <http://www.mbe.doe.gov/ME2-5/i-manage/IDW.htm>

contains requirements documentation, FAQs, training information, etc.

On Site Resources

Each site has selected a Site Readiness Monitor and Designated Approvers who can assist you with your workstation readiness and users access questions. Your Site Readiness Monitor can help you resolve site connectivity, workstation set up, and printer issues. Your Designated Approver reviewed and approved your request for STARS access and can address questions related to STARS roles and responsibilities. See the following table to identify your specific points of contact:

Site	Site Readiness Monitor	Designated Approver
Chicago (CH)	Mark Fiffles	Therese Williams Mark Fiffles
Consolidated Business Center (CBC)	Darryl McFarland Brent Johansen	Darryl McFarland
Germantown (GTN)	Harold (Chip) Wilson	Barbara Harbell, Shirley Barker, Judy Brodbeck, Cindy Forder, Juanita Delair, Phil Pegnato, Deanna Ammons, Lorraine Moxley, Terry Perry, Mark Miller, Theresa Baldwin
Golden (GO)	Tim Rea	Tim Rea Marlys Kinsey
Idaho (ID)	Deborah Shepherd	Bruce Grover John Wilson
National Energy Technology Lab (NETL)	Dave Dowdell	Floyd Boilanger Kirby Rothrock
Strategic Petroleum Reserve (SPRO)	John O'Brien	Gary Durel Sharon Weiss
Naval Petroleum Reserve (NPR)	Chip Wilson	Janet Boulanger Chris O'Hearn
National Nuclear Security Administration (NNSA)	Andy Zawadzki	Luis Martinez Edwin Maestas
Oak Ridge (OR)	Gary Beckner	Tammy McDuffie Scott Frank
Pittsburgh Naval Reactor (PNR)	David Hummel	Gary A. White David M. Hummel Tamara L. Capani
Richland (RL)	Dana Kranz	Douglas Aoyama Lisa Copeland
Savannah River (SR)	Jack Hart	Renee Alvis Donna Roberts
Schenectady Naval Reactor (SNR)	Frank Cintron Scott Cramer	Bill Leahy Bill Chaput
Bonneville Power Administration (BPA)	David Rubin	Deanna Ammons
Southeast Power Administration (SEPA)	Clayton Bryant	Deanna Ammons
Southwest Power Administration (SWPA)	Doug Hart	Deanna Ammons
Western Area Power Administration (WAPA)	Kevin Schulz Janet Quigley	Deanna Ammons
Federal Energy Regulatory Commission (FERC)	Charles Chung Jolinda Wagner Joe Murphy	Deanna Ammons